











**Canadian  
Intellectual Property  
Office**

An Agency of  
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**Office de la propriété  
intellectuelle  
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Un organisme  
d'Industrie Canada

# Patent Branch Client Service Commitment

-  For patent applications which include a self-addressed return card, we will mail a “filing acknowledgement” within 10 working days from the date of receipt of the application.
-  For patent applications meeting filing requirements, we will issue a “filing certificate” within 12 weeks from the date of receipt of the application.
-  We will issue an ownership “registration certificate” within 12 weeks from the date of receipt of documentation meeting registration requirements.
-  We will provide substantive examination within 24 months from the receipt of an examination request filed after August 1, 1996.
-  We will state, in the first examiner’s report, all known objections to patentability at the time of examination.
-  We will issue a patent within 12 weeks after receipt of final fees.
-  We will classify incoming patent documents according to the International Patent Classification system to ensure retrievability.
-  We will continue to improve the quality and timeliness of our services.

## **Suggestions, Comments and Complaints**

-  We welcome your comments, questions and complaints. Contact the Director by telephone at (819) 997-1215, or by facsimile at (819) 994-1989.
-  For information on the processing of applications, please refer to “How Your Patent Application is Processed” sheet.

**Barney de Schneider**  
Director, Patent Branch  
January 2004

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